



## Mission Statement

The City of Douglas is committed to enhance quality of life and economic growth in the community by providing the finest municipal services through excellent customer service, consistent practices, and support of partnerships.

In doing so, City Employees are

Valued

Innovative

Empowered

Well-Trained

City of Douglas  
425 Tenth Street  
Douglas, AZ 85607

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**City of Douglas  
425 Tenth Street  
Douglas, AZ 85607**



# Customer Comment Card

**The City of Douglas' customer service goal is to provide excellent customer service to each customer, delivered with a positive attitude and an eagerness to make a difference.**



## The City of Douglas seeks your comments...

Dear Customer,

The City of Douglas strives to provide the public with excellent customer service. Please take a few moments to let us know how we are doing. I appreciate your comments.

Michael J. Ortega, P.E.  
City Manager

### 1. Which department or office did you visit? (Please circle all that apply)

City Manager	Recreation
City Clerk	Parks
City Attorney	Human Resources
Library	Housing
Municipal Court	Finance
Payroll	Public Works
Planning/Zoning	Utility Payments
Economic Development	Aquatics
Police	Fire
IT	Community Development
Airport	Golf Course
Visitor Center	Cemetery
Public Works Barn	Parking Lot

Other: \_\_\_\_\_

### 2. What was the purpose of your visit?

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### 3. Were you greeted promptly?

Yes [ ]      No [ ]

### 4. Were all your concerns addressed and resolved to your satisfaction?

Yes [ ]      No [ ]

### Comments :

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### 5. What can we do to provide better service in the future?

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### 6. Are there city employees who deserve special recognition? If yes, list name and reason:

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### 7. Do you wish to be contacted by a city official to further discuss your concerns or comments?

Yes [ ]      No [ ]

If yes, please make sure to complete #8.

### 8. The following information is optional:

Business name (if applicable)

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Your Name:

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Phone Number:

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Mailing Address:

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E-Mail address:

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